

Amendments to the Specification:

**Please replace the paragraph beginning at page 10 line 13 with the following amended paragraph:**

To design and execute a business application, information is moved, processed, and stored in the system 10. The design-time environment 12 is connected to a network 16 by connection 18, and the run-time environment 14 is connected to the network 16 by connection 20. The network 16, which may be, for example, an intranet, provides for communications within and between the design-time environment 12 and stored information contained in the repository 22. The network 16 also provides for communication over connection 20 between the run-time environment 14 and the stored information repository 22. The stored information container repository 22 may include knowledge bases, databases, application programs, and other information accessible by elements of the design environment 12 and the run-time environment 14. A user in the design-time environment 12 may use a computer terminal ~~[[22]]~~24 to enter, modify, and remove information that may include information stored on the stored information repository 22. Similarly, a user in the run-time environment 14 uses a computer terminal 26 to perform run-time applications that can use access, modify, and delete information stored in the stored information repository 22.

**Please replace the paragraph beginning at page 11 line 4 with the following amended paragraph:**

In the design-time environment 12, software developers, for example, use various tools, including editors, debuggers and compilers, in order to develop software modules, user interfaces, executable programs, and the like, for use in the run-time environment 14. In developing such run-time environment applications, a user in the design-time environment ~~[[14]]~~12 loads stored information from the stored information repository 22 through the network 16 and into the terminal 24 in order to manipulate that information. For example, the design-time environment 12 user may load application programs from the stored information repository

22 and use those application programs to create, for example, categorization schemes. These created categorization schemes can incorporate business objects and other data that is also loaded from the stored information repository 22 into terminal 24 in the design-time environment. The user can then store the modified categorization scheme, of this example, back into the stored information repository 22 where it may be accessed from the terminal 26 in the run-time environment 14. Accordingly, the user in the design-time environment 12 can store data and programs in the stored information repository 22 that the user in the run-time environment can use to perform run-time applications. Moreover, the run-time environment user may also manipulate stored information in the stored information repository 22. As such, the run-time environment 14 may affect the data in the stored information repository 22 that is subsequently used within the design-time environment 12.

**Please replace the paragraph beginning at page 16 line 19 with the following amended paragraph:**

The selection of categories to perform the foregoing exemplary business process steps depends on the structural details of the categorization scheme itself. The structures of two exemplary categorization schemes that may be used in the ~~ERMS-28~~ business application 28 (e.g., ERMS) of Figs. 2A-2B are illustrated in Figs. 3A-3B. In general, Figs. 3A-3B illustrate how categorization schemes can be used to relate business process steps to relevant business objects, as well as how categorization schemes define relationships between categories.

**Please replace the paragraph beginning at page 18 line 3 with the following amended paragraph:**

For example, Fig. 3A shows an interaction record business process step 120 and an ERMS business process step 125. The interaction record business process step 120 is linked by a link 130 to an interaction reason categorization scheme 135. The ERMS business process step 125 is linked by a link 145 to the interaction reason categorization scheme 135, and it is linked by a link 150 to the product categorization scheme 140. Each of the categorization schemes

[[125]]135 and 140 are linked to a number of categories. The interaction reason categorization scheme 135 is shown as having a hierarchical structure, while the product categorization scheme 140 is shown as having a flat structure. Under the interaction reason categorization scheme 135, there is a link 155 to a LEGOLAND® category 160, a link 165 to a Lego® club category 170, and a link 175 to a Lego® products category 180. The categories 160, 180 have further sub-categories. The LEGOLAND® category 160 has a link 185 to an entry fee category 190, a link 195 to an events category 200, and a link 205 to a driving directions category 210. Similarly, the Lego® products category 180 has a link 215 to a building instructions category 220. Other links and categories may be added or removed from the interaction reason categorization scheme 135 to provide different responses for the business process steps 120, 125.

**Please replace the paragraph beginning at page 20 line 23 with the following amended paragraph:**

Each of the linked business objects 44 is linked to the selected category 38 by a unique link. Individual experts 46a, 46b, and 46c are linked to the selected category 38 by links 47a, 47b, and 47c, respectively, of the "is\_expert" type. Individual quick solutions 48a, 48b are linked to the selected category 38 by links 49a, 49b, respectively, of the "is\_solution" type. Individual response templates 50a, 50b, and 50c are linked to the selected category 38 by links 51a, 51b, and 51c, respectively, of the "is\_response\_template" type. Accordingly, one way to modify the categorization scheme is to modify the links ~~47, 49, or 51~~ 47a, 47b or 47c; 49a or 49b; or 51a, 51b or 51c.

**Please replace the paragraph beginning at page 22 line 11 with the following amended paragraph:**

With reference to the user's option to choose a different category 38 than the suggested category 39 in Fig. 2B, the user can iterate as needed by selecting a different current category 330. In turn, the user interface will again display the objects 335 that are linked to the updated

current category[[ 530]]. In this manner, the user can choose to use the business objects that are linked either to the initially suggested category 325, or to a manually selected category.

**Please replace the paragraph beginning at page 22 line 17 with the following amended paragraph:**

The foregoing manual selection process can be implemented in a graphical user interface that may be accessed while performing a business process step that involves categorization. An exemplary user interface 350 is illustrated in Fig. 3D. The user interface 350 includes a number of fields that contain drop down list boxes (DDLBs). The user can select a category, for example, from a DDLB [[355]]360 labeled "Classification 1." When selected, the DDLB [[355]]360 will display categories that are in a top-level a hierarchical categorization scheme. With reference to Fig. 3A, a top-level category would correspond, for example, to categories at the level of the categories 160, 170, 180. The user can then select a category, for example, from a DDLB [[360]] labeled "Classification 2." When selected, the DDLB 360 will display categories that are in a level just below those in the DDLB 355. With reference to Fig. 3A, these categories would correspond, for example, to categories at the level of the categories 190, 200, 210. The user interface 350 would provide additional levels of categories as needed to permit the user to select any category within the categorization scheme.

**Please replace the paragraph beginning at page 27 line 3 with the following amended paragraph:**

Similar to categories, categorization schemes are also preceded by indicators. In the name column 425, two categorization schemes, namely, the interaction reason categorization scheme 135, and the Lego<sup>®</sup> Org Chart categorization scheme 440, are displayed with preceding indicators. In this example, a downward-pointing arrow precedes the interaction reason categorization scheme 135. Accordingly, the categories below the interaction reason categorization scheme 135 are displayed. In contrast, the Lego<sup>®</sup> Org Chart categorization

scheme 440 is preceded by a right-pointing marker in the name column 425. As such, no categories under that categorization scheme are displayed in the name column ~~[[45]]~~425.

**Please replace the paragraph beginning at page 36 line 12 with the following amended paragraph:**

A flow chart 1100 of the design-time procedure to create a categorization scheme starts at 1105. At 1110, the~~[[The]]~~ user selects a business process tab (e.g., ERMS tab 125 in Fig. 4). At 1115, the user enters a categorization scheme into the name column 425 of the categorization area 410 (Fig. 4). With the categorization scheme highlighted, the user links at 1120 the categorization scheme to one or more application areas, the application area 1010 (Fig. 10). At 1125, the user selects a categorization scheme in the categorization area 410 (Fig. 4). At 1130, the user enters a category under the selected categorization scheme by, for example, selecting the create sub-node button 437 and entering a category into the name column 425 of the categorization area 410 (Fig. 4). At 1135, the user enters information about the selected category into general area 472 (Fig. 4). At 1140, the user defines a query under the query tab 455 that, if evaluated as true in the run-time environment 14, causes the associated category to be selected. At 1145, the user links a business object to the selected category by, for example, identifying a document for attachment using the row 810 in the linking area 420 (Fig. 8).